

**King-Smith, Crystal M.**

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**From:** Navarro, Josephine  
**Sent:** Friday, November 04, 2011 2:30 PM  
**To:** Wortham, Sandra J.; King-Smith, Crystal M.  
**Cc:** Brode, Sandra L.  
**Subject:** DOMESTIC VIOLENCE VICTIMS NOT SERVICED AT RECORD DEPT - 47TH n KEDZIE

On Friday, 04 NOV 2011, approximately 12:50pm, domestic violence victim, [REDACTED] was at CPD, Headquarters lobby and called the Domestic Violence Program to complain that Records Dept. - 47<sup>th</sup> & Kedzie, gave her the wrong information (on traffic reports) instead of copies of Police Reports she required for the U-VISA.

I contacted Sgt. James Eldridge, [REDACTED] (bell: 5-1173) about DV Victim [REDACTED] and other complaints received last week by domestic violence victims sent away because of lack of language communication. Sgt. James Eldridge [REDACTED] responded that there is nothing in writing requiring his office to have a Spanish translator to assist the domestic violence victims. Sgt. James Eldridge [REDACTED] also stated that his Spanish speaking employee was on vacation last week and will be leaving today at 1300 hours. Sgt. James Eldridge [REDACTED] suggested that the domestic violence victim, [REDACTED] come back next week or bring her own translator.

I contacted Sandy Brode, Legal Affairs to inquire about information on the U-VISA and the translation problem. General Order: Special Order S02-01-05 Limited English Proficiency

Please advise what I should relay to next domestic violence victim with complaints of no translation service at Records Dept. - 47<sup>th</sup> & Kedzie Office.

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